

**BEFORE THE FORUM  
FOR REDRESSAL OF CONSUMER GRIEVANCES  
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**

**On this the 7<sup>th</sup> day of May 2019**

**C.G.No:120 /2018-19/ /Nellore Circle**

**Present**

**Sri. A. Jagadeesh Chandra Rao  
Sri. A. Sreenivasulu Reddy  
Sri. D. Subba Rao  
Sri. Dr. R. Surendra Kumar**

**Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member**

**Between**

**R. Linga Reddy  
23/3, 2<sup>nd</sup> Street,  
Arasan Nagar,  
West Tambaram,  
Chennai.**

**Complainant**

**AND**

1. Assistant Accounts officer/O/ Indukurpeta
2. Assistant Engineer/O/Kodur
3. Assistant Divisional Engineer/O/Indukurpeta
4. Divisional Engineer/O/Nellore Rural

**Respondents**

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**ORDER**

1. R. Linga Reddy of Kodur (V) T.P. Gudur (M) Nellore presented a complaint before this Forum wherein he has informed that he has paid all the bills regularly from the date of getting service connection No. 3531150000189. Suddenly during the year 2015 he has received a bill of Rs.14,000/- as arrear. When he received the bill he was suddenly shocked as he has paid all the bills regularly. When he has contacted the Respondent No.2 he came to know that Rs.9007.50 was included in the bill during Jan'2011. He has not received any bill during that period as unpaid amount. None of the department people explained about the accumulation of that amount. He has also informed that since he is getting sufficient water from Kodur Canal, he has not used his AGL connection for more than 15 years. Minimum bill amount was paid as per the billing cycle. On his continuous persuasion with respondent No.2, he has addressed a letter to Respondent No.1 requesting to check the bill details and rectify if any wrong debit RJ was raised. Though he has approached the respondent No.1 several times the respondent has informed him that he is unable to find the records. During recent times the bill collector refused to

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**DESPATCHED**

**DATE 14/5**

collect the bill for his domestic service on the pretext that arrears are pending nearly Rs.20,000/- against his AGL service connection. He has also enclosed the correspondence made by him to the respondents. Finally he has requested to arrange to check the details of the bill and waive the amount of Rs.9,007.50 and the penalty levied thereon.

2. The respondent No.1 in her written submission has explained that the complainant service was released on 28.06.1977 and the Government of Andhra Pradesh has extended free power supply to Tatkal AGL consumers on par with AGL consumers with effect from 10/2008 and separate orders for outstanding arrears against AGL Tatkal consumers has been shown separately and hence the arrears outstanding against the complainant service was transferred to AGL Tatkal vide RJ No.32/01-2011. During 2011 service numbers have been maintained in In-House computer centers. From then onwards the consumer has been paying monthly demand of Rs.30/- without arrear and hence the consumer is liable to pay arrears of Rs.21,048/- including interest. There are no Government orders received for arrears of AGL Tatkal services.
3. The point for determination is whether the complainant is liable to pay the arrears as demanded by the respondents?

The respondent No.1 in her written submission has informed that an amount of Rs.9007.50 was transferred from AGL non slab to AGL Tatkal vide RJ No.32/01-2011. The account copy of the said service connection clearly shows that there are no arrears till 12/2010 in respect of the complainant service. But the respondents have transferred this Rs.9007.50 during Jan'2011 without issue of any notice to the complainant. The complainant continued to pay the customer charges but arrears were accumulated due to inclusion of Rs.9007.50 and belated payment surcharge calculated thereupon. The respondents did not place any valid record for inclusion of Rs.9007.50 in the complainant account. Hence the complainant is not liable to pay the shortfall amount along with the belated payment surcharge levied on that amount. Thus the point is answered accordingly.

4. In result the respondents are directed to withdraw the arrears of Rs.9007.50 along with the belated payment surcharge thereon immediately.
5. Accordingly the complaint is disposed off in favour of the complainant

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order

This order is passed on this, the day of 7<sup>th</sup> May 2019.

Sd/- Sd/- Sd/- Sd/-  
**Member (Finance) Member (Technical) Independent Member Chairperson**

**Forwarded By Orders**



**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.  
Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.  
Copy Submitted to the Vidhyut Ombudsman, Andhra Pradesh , 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.  
Copy Submitted to the Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.